

# Non-911 Patient Management Emergency Medical Services



KPI Owner: Kristen Miller

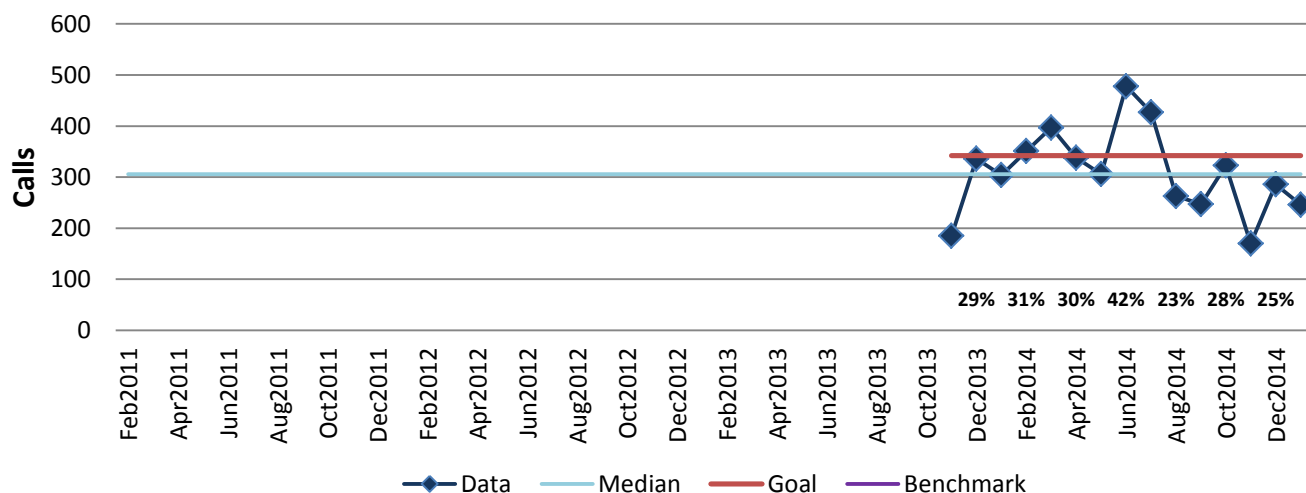
Process: Patient Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: N/A</p> <p>Goal: Triage 30% of low severity calls out of the 911 EMS system by 2015 and 50% of low severity calls by 2017.</p> <p>Benchmark: N/A</p>	<p>Data Source: Internal Data Tracking</p> <p>Goal Source: Mayor's Goal</p> <p>Benchmark Source: N/A</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Count of low severity calls redirected to alternative care programs. Low severity calls baseline is 1140.75 calls per month (12 month average).</p> <p>Why Measure: Navigate patients to most appropriate level of care in order to better utilize emergency resources.</p> <p>Next Improvement Step: Expand medical outreach by placing Nurse practitioners in new facilities. Improve transportation options.</p>

## How Are We Doing?

Feb2014-Jan2015 12 Month Goal	Feb2014-Jan2015 12 Month Actual		Jan2015 Goal	Jan2015 Actual	
<b>4,107</b>	<b>3,832</b>		<b>342</b>	<b>246</b>	
Calls	Calls		Calls	Calls	

## Non-911 Patient Management



## Identified Root Causes

- 1) Lack of non-emergent transportation resources
- 2) Nurse Vacancy since September, vacancy filled 2/16/2015
- 3) MD2U patients not counted once reclassified from Acute Care to a Core Patient.
- 4) PPCN training started 2/9/2015